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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the terminal clerk occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Eight duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties include: applying rates; preparing freight bill; tracing freight; handling overages and shortages to incoming freight, damage, and collections and accounts receivable; storing and retrieving shipment information; and taking all incoming phone calls. A glossary of freight terminal terms is appended. (BP)

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TERMINAL CLERK

Instructional Materials Laboratory
Grade and Industrial Education
The Ohio State University

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AN ANALYSIS OF THE TERMINAL CLERKING OCCUPATION

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

Training of young people in the distributive occupations has been rather narrowly confined to the actual retailing of goods. Relatively little attention has been given to moving goods through the distributive channels between producer and consumer.

The duties and tasks involved in the day to day operations of a motor freight terminal are covered in this book. The size of a transportation organization has a great influence on the number of people required to carry on what is essentially a clerical function. This refers to those duties which are not related to the actual handling of freight, nor of managing.

This clerical function has been broken down into dispatcher and terminal clerk. In a small operation one person might perform both jobs, while in a larger company, from one to three people might share the dispatch operation, and four or more the clerical job.

All of the clerical and dispatch duties and tasks performed in the terminal of a common carrier in the trucking industry are included. Different operations would be necessary in the companies of contract carriers (trucks), the railroad industry or air freight companies. Although the individual tasks might differ, the same basic functions of record-keeping, dispatching, tracing, cashiering, billing and customer service are found in all areas of the transportation industry.

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JOB DESCRIPTION

A terminal clerk is the person responsible for all clerical work done to maintain the necessary records on inbound and outbound freight, including the rating, billing, cashiering, and accounting for receivables.

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Duty A Applying Rates

- 1 Determine destination and applicable tariff
- 2 Determine rate base for shipment
- 3 Classify each item of shipment to determine freight classification
- 4 Determine proper rate
- 5 Calculate final freight bill
- 6 Maintain tariff file in current condition

//

SCIENCE	MATH - NUMBER SYSTEMS
<p>Maintain conscious awareness of the need for a balance between tension and relaxation</p> <p>Maintain conscious awareness of physical expressions basic to peak physical performance</p> <p>Maintain conscious awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity, organization</p>	<p>Whole numbers [Number recognition]</p> <p>Use of Numbers (without calculation)</p> <p>Counting, indexing, coding, recording</p> <p>Reading maps and schedules</p>
PERFORMANCE MODES	COMMUNICATIONS
<p>Reading</p>	<p>EXAMPLES</p> <p>Tariff</p> <p>Bill of lading</p>
	<p>SKILLS/CONCEPTS</p> <p>Comprehension</p> <p>Detail/Inference</p> <p>Informational reports</p> <p>Terminology</p>

(TASK STATEMENT) DETERMINE RATE BASE FOR SHIPMENT

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Bill of lading from customer</p> <p>Copy of applicable tariff</p>	<p>Look in proper section of tariff to find rate base between point of origin and destination</p>	
<p><u>DECISIONS</u></p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p> <p>Failure to properly read number</p> <p>Possible duplication of points within one state</p>

SCIENCE

Exhibit capacity to ascertain best service for customer
 Maintain conscious awareness of the need for balance
 between tension and relaxation
 Maintain awareness of physical expressions basic to peak
 physical performance
 Maintain awareness of qualities basic to optimal mental
 performance: attention, observation, concentration,
 mental clarity and organization

MATH — NUMBER SYSTEMS

Whole Numbers [Number recognition]
 Adding

COMMUNICATIONS

PERFORMANCE MODES

Reading

EXAMPLES

Bill of lading
 Tariff

SKILLS/CONCEPTS

Comprehension
 Detail/Inference
 Informational reports
 Terminology

(TASK STATEMENT) CLASSIFY EACH ITEM OF SHIPMENT TO DETERMINE FREIGHT CLASSIFICATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Bill of lading from customer</p> <p>National Motor Freight Classification and Supplements</p> <p>Maps</p>	<p>Consult N.M.F.C. for each item on bill of lading and locate description of commodity being shipped</p> <p>Select proper class for points involved</p>	
<p><u>DECISIONS</u></p> <p>Determine freight classification</p>	<p><u>CUES</u></p> <p>Bill of lading</p>	<p><u>ERRORS</u></p> <p>Misunderstand shippers description of commodity</p> <p>Look on wrong line</p>

ASK STATEMENT) CLASSIFY EACH ITEM OF SHIPMENT TO DETERMINE FREIGHT CLASSIFICATION

SCIENCE	MATH — NUMBER SYSTEMS	
Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performance Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization	Whole numbers [Number recognition] Use of Numbers (without calculation) Counting, Coding, Indexing, Recording Estimation techniques (emphasis on linear, area, volume, temperature, weight, liquid, dry) Reading maps and classification schedule	
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	N.M.F.C. Bill of lading	Comprehension Detail/Inference Informational reports Definition Terminology
Writing	Classification	Memo format Classification

(TASK STATEMENT) DETERMINE PROPER RATE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Bill of lading from customer Proper motor freight tariff	Refer to price section of tariff for rate in view of classification and rate base Check supplements for possible volume or commodity rate Mark proper rate on bill of lading	
<u>DECISIONS</u>	<u>CUES</u>	<u>ERRORS</u> Look on wrong line of tariff

SCIENCE

Exhibit capacity to ascertain best service for customer
Maintain conscious awareness of the need for balance
between tension and relaxation
Maintain awareness of physical expressions basic to peak
physical performance
Maintain awareness of qualities basic to optimal mental
performance: attention, observation, concentration:
mental clarity and organization

MATH -- NUMBER SYSTEMS

Whole numbers [Number recognition]
Use of Numbers (without calculation)
Counting, Indexing, Coding, Recording
Read and interpret tables, charts and graphs
maps, number line/coordinate graph (2-dimensional and
3-dimensional) [Reading maps and tables]

COMMUNICATIONS

PERFORMANCE MODES

Reading

Tariff
Bill of lading

EXAMPLES

Writing

Memo on bill of lading

SKILLS/CONCEPTS

Comprehension
Informational reports
Definition
Terminology
Detail/Inference

Memo format
Terminology
Classify

(TASK STATEMENT) CALCULATE FINAL FREIGHT BILL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Bill of lading from customer Adding machine or calculator</p>	<p>Multiply weight by rate and mark resulting charges on bill of lading Add up all charges, mark total on bill Calculate federal tax, and mark on bill Mark final charges on bill</p>	
<p><u>DECISIONS</u></p>	<p><u>CUES</u></p>	<p><u>ERRORS</u> Addition and multiplication mistakes resulting in incorrect bill</p>

SCIENCE	MATH -- NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p>	<p>Whole numbers [Number recognition]</p> <p>Decimals</p> <p>Fundamental Operation (Calculation)</p> <p>Addition, Subtraction, Multiplication, Division</p> <p>Basic Arithmetic Skills and Concepts</p> <p>Finding a percent of a number and what percent one number is of another</p> <p>Use of Computing Devices and Mechanical Aids</p> <p>Calculators---electric</p>
COMMUNICATIONS	
<p><u>PERFORMANCE MODES</u></p> <p>Writing</p> <p>Reading</p>	<p><u>EXAMPLES</u></p> <p>Numbers</p> <p>Bill of lading</p> <p>Bill of lading</p> <p>Numbers</p> <p><u>SKILLS/CONCEPTS</u></p> <p>Informational reports</p> <p>Pennmanship</p> <p>Terminology</p> <p>Comprehension</p> <p>Informational reports</p> <p>Terminology</p>

(TASK STATEMENT) MAINTAIN TARIFF FILE IN CURRENT CONDITION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Expanding post folder</p> <p>Daily supplements of tariffs</p> <p>Basic tariff book</p>	<p>Read all incoming supplements each day</p> <p>Throw away those that do not apply</p> <p>Place all applicable supplements in proper place in files</p> <p>Clear files of any outdated information</p>	
<p><u>DECISIONS</u></p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p> <p>Not doing this task daily (piles up)</p> <p>Throwing away things that might apply</p>

SCIENCE	MATH - NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p>	<p>Whole numbers [Number recognition]</p> <p>Use of Numbers (without calculation)</p> <p>Indexing</p>
PERFORMANCE MODES	COMMUNICATIONS
<p>Reading</p>	<p>EXAMPLES</p> <p>Tariff supplements</p>
	<p>SKILLS/CONCEPTS</p> <p>Comprehension</p> <p>Detail/Inference</p> <p>Terminology</p> <p>Definition</p> <p>Informational reports</p>

Duty B Preparing Freight Bill

- 1 Collect billing date (from bill of lading)
- 2 Type freight bill
- 3 Distribute copies of freight bill
- 4 Prepare freight bill for mailing

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(TASK STATEMENT) COLLECT BILLING DATA (FROM BILL OF LADING)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Bill of lading</p> <p>Electronic calculator</p>	<p>Select pertinent information from bill of lading</p> <p>Verify rate clerks extensions</p>	
<p><u>DECISIONS</u></p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p> <p>Not verifying rate clerks figures</p> <p>Incorrectly figuring rate clerks Extensions - may lead to incorrect bill and irate customer</p>

SCIENCE	MATH -- NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p>	<p>Number recognition</p> <p>Whole numbers, decimal fractions</p> <p>Fundamental Operations (Calculation)</p> <p>Addition, Subtraction, Multiplication, Division</p> <p>Use of Computing Devices and Mechanical Aids</p> <p>Electronic calculator</p>
COMMUNICATIONS	
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>
<p>Reading</p> <p>Writing</p>	<p>Bill of lading</p> <p>Notes for typing bill</p>
<u>SKILLS/CONCEPTS</u>	
<p>Comprehension</p> <p>Detail/Inference</p> <p>Memo format</p> <p>Description</p>	

(TASK STATEMENT) TYPE FREIGHT BILL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Bill of lading (or notes on pertinent details)</p> <p>Typewriter</p> <p>Blank freight bill form</p>	<p>Refer to bill of lading</p> <p>Transfer information to freight bill form</p>	
<u>DECISIONS</u>	<u>CUES</u>	<u>ERRORS</u>
<p>Determine accuracy of information</p>	<p>Bill of lading</p>	<p>Typographical errors</p>

SCIENCE		MATH -- NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p>		<p>Number recognition</p> <p>Whole numbers</p>
COMMUNICATIONS		
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
<p>Reading</p> <p>Writing</p>	<p>Bill of lading (or notes)</p> <p>Typing freight bill</p>	<p>Comprehension</p> <p>Detail/Inference</p> <p>Informational report</p> <p>Typing</p>

(TASK STATEMENT) DISTRIBUTE COPIES OF FREIGHT BILL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>One original freight bill</p> <p>Seven copies</p> <p>Filing cabinet</p> <p>“Out” basket</p>	<p>Route copies</p> <p>Prepaid freight</p> <p>Original to shipper</p> <p>Origin terminal copy kept by billing clerk</p> <p>Cashier's copy (and money forwarded)</p> <p>Accounting copy with shipment:</p> <p>Destination terminal copy</p> <p>Interline copy</p> <p>Delivery receipt</p> <p>Extra copy</p> <p>Collect freight (cash on delivery) with freight:</p> <p>Original freight bill</p> <p>Cashier's freight bill</p> <p>Remaining copies follow same procedure</p>	
<u>DECISIONS</u>	<u>CUES</u>	<u>ERRORS</u>

TASK STATEMENT// DISSEMINATE COPIES OF FREIGHT BILL		MATH - NUMBER SYSTEMS	
SCIENCE	<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p>	Whole numbers	<p>Number recognition</p>
COMMUNICATIONS			
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS	
Reading	Freight bills and copies	Classification Comprehension Informational reports	

(TASK STATEMENT) PREPARE FREIGHT BILL FOR MAILING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Original freight bills</p> <p>One copy of each freight bill</p> <p>Envelopes</p> <p>Typewriter</p> <p>“Out” basket</p> <p>Stamps or stamp machine</p> <p>Mailing machine</p>	<p>Type envelopes</p> <p>Stuff envelopes</p> <p>Take to mailing machine</p> <p>Stamp or use stamp machine</p> <p>Mail</p>	
<p><u>DECISIONS</u></p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p> <p>Typographical error</p> <p>Misuse of machine</p>

SCIENCE	MATH -- NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p>	<p>Whole numbers</p> <p>Number recognition</p>
PERFORMANCE MODES	COMMUNICATIONS
<p>Writing</p>	<p><u>EXAMPLES</u></p> <p>Type address on envelope</p> <p><u>SKILLS/CONCEPTS</u></p> <p>Typing</p>

Duty C Tracing Freight

- 1 Receive customers' requests (for tracing freight)
- 2 Contact points of origin and intermediate points
- 3 Contact destination point and intermediate points
- 4 Expedite freight
- 5 Advise customer of freight progress
- 6 Keep records of unsettled tracing request

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(TASK STATEMENT) RECEIVE CUSTOMERS' REQUESTS (FOR TRACING FREIGHT)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Teletype</p> <p>Telephone</p> <p>Telegraph</p> <p>Mail</p>	<p>Check teletype and pick up tracing requests</p> <p>Answer telephone concerning tracing requests</p> <p>Gather pertinent information:</p> <p>Freight bill number</p> <p>Point of origin</p> <p>Consignor's name</p> <p>Destination point</p> <p>Consignee's name</p> <p>Number of pieces of freight</p> <p>Weight</p> <p>Description of freight</p>	
<p><u>DECISIONS</u></p> <p>Trace to point of origin or to destination point most probable to start</p>	<p><u>CUES</u></p> <p>Pertinent freight data</p>	<p><u>ERRORS</u></p> <p>Failing to get accurate information from customer</p>

SCIENCE

Exhibit capacity to ascertain best service for customer
 Maintain conscious awareness of the need for balance
 between tension, relaxation, different or clashing
 values expressed verbally
 Maintain awareness of physical expressions basic to peak
 physical performance, the qualities basic to opti-
 mal mental performance: attention, observation,
 concentration, mental clarity and organization
 Exhibit qualities of tact, consideration and
 graciousness, self-confidence, composure, self-
 control, self-reliance and adaptability
 Maintain capacity to perceive, quickly integrate and
 function well in the face of adversity; to cope
 with conflict behavior
 Grant appropriate regard for customer's unique needs
 Listen openly and attentively in communication process

MATH - NUMBER SYSTEMS

Whole numbers
 Number recognition
 Measurement: non-geometric
 Weight
 Use of Numbers (without calculation)
 Coding [Company]
 Recording

COMMUNICATIONS

PERFORMANCE MODES

Speaking

Reading

Listening

Writing

EXAMPLES

Telephone

Teletype
Letters

Telephone

Notes on requests

SKILLS/CONCEPTS

Terminology
ClarityPersuasion and sales techniques
Comprehension

Detail/Inference

Terminology

Discriminate facts

Note taking

Recognize opinions

Concentration

Memo format

Description

Terminology

Clarity

(TASK STATEMENT) CONTACT POINT OF ORIGIN AND INTERMEDIATE POINTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Telephone Teletype Description of freight	Contact point of origin by phone and/ or teletype Supply information on freight being traced Make notes on information obtained Make arrangements to obtain additional information later in the day if necessary Contact intermediate points and repeat the above if necessary	
<u>DECISIONS</u> Select pertinent information	<u>CUES</u> Freight identification	<u>ERRORS</u> Failing to understand communications on identification of freight or arrangements for further contacts



SCIENCE		MATH – NUMBER SYSTEMS	
<p>Listen openly and attentively in communication process</p> <p>Exhibit qualities of tact and consideration</p> <p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration</p> <p>mental clarity and organization</p>	<p>Whole numbers</p> <p>Number recognition</p> <p>Measurement: non-geometric Weight</p> <p>Use of Numbers (without calculation)</p> <p>Coding [Company]</p> <p>Recording</p>		
COMMUNICATIONS			
<u>PERFORMANCE MODES</u>		<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Speaking		Telephone	Terminology Clarity
Listening		Telephone	Discriminate facts Note taking
Reading		Freight descriptions	Comprehension Detail Informational reports Terminology

(TASK STATEMENT) CONTACT DESTINATION POINT AND INTERMEDIATE POINTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Telephone Teletype Description of freight being traced	Contact point of destination by phone and/or telegraph Supply information on freight being traced Make notes on information obtained Make arrangements to obtain additional information later in the day, if necessary	
<u>DECISIONS</u> Select pertinent information	<u>CUES</u> Freight identification	<u>ERRORS</u> Failing to understand communications on identification of freight or arrangements for further contacts



SCIENCE	MATH -- NUMBER SYSTEMS
<p>Listen openly and attentively in communication process</p> <p>Exhibit qualities of tact and consideration</p> <p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p>	<p>Whole numbers</p> <p>Number recognition</p> <p>Measurement: non-geometric Weight</p> <p>Use of Numbers (without calculation) Coding [Company] Recording</p>

COMMUNICATIONS		
<u>PERFORMANCE MODES</u>	<u>EX-AMPLES</u>	<u>SKILLS/CONCEPTS</u>
Speaking	Telephone	Terminology Clarity
Listening	Telephone	Discriminate facts Note taking
Reading	Freight descriptions	Comprehension Detail Informational reports Terminology

(TASK STATEMENT) EXPEDITE FREIGHT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Telephone</p> <p>Teletype</p> <p>Description of freight</p> <p>Notes on all information obtained from customer and tracing efforts</p> <p>Maps</p>	<p>Determine fastest practical routes and carriers to move freight from existing point to customer</p> <p>Check routes to customer and determine probable delivery date and time</p> <p>Check air freight to customer and determine delivery date and time</p> <p>Check bus lines to customer and determine delivery date and time</p> <p>Check other motor freight carriers and determine delivery dates and time</p> <p>Check contract carriers and determine delivery dates and time</p> <p>Place the best order and start the freight moving</p>	
<p><u>DECISIONS</u></p> <p>Determine route</p>	<p><u>CUES</u></p> <p>Delivery date needed</p> <p>Delivery date possible</p>	<p><u>ERRORS</u></p> <p>Mistakes in judgment could delay delivery time or involve unreasonable costs</p>



SCIENCE		MATH - NUMBER SYSTEMS	
Grant appropriate regard for customers' unique needs Exhibit capacity to ascertain best service for the customer	Whole numbers Number recognition Fundamental Operations (Calculation) Addition, Subtraction, Multiplication, Division Use of Numbers (without calculation) Coding [Company] Basic Arithmetic Skills and Concepts Guess and check method [Time], maps		
	COMMUNICATIONS		
<u>PERFORMANCE MODES</u> Reading Writing Speaking Listening	<u>EXAMPLES</u> Freight description Notes on requests Telephone Telephone	<u>SKILLS/CONCEPTS</u> Comprehension Detail/Inference Informational reports Terminology Classification Memo format Description Informational reports Terminology Terminology Discriminate facts Concentration Note taking	

(TASK STATEMENT) ADVISE CUSTOMER OF FREIGHT PROGRESS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Telephone</p> <p>Teletype</p> <p>Description of freight being traced</p> <p>Notes on information obtained from local terminal, and/or point of origin and intermediate points, and/or destination point and intermediate points</p>	<p>Contact customer by telephone or telegraph</p> <p>Relay information obtained</p> <p>Receive additional requests concerning further disposition of freight if any</p> <p>Arrange for later contacts if necessary</p> <p>Make a memo of any additional instructions including request for expediting freight</p> <p>Continue to advise customer of freight progress until all requests are completed</p>	
<u>DECISIONS</u> Determine disposition of freight	<u>CUES</u> Freight information: local terminal point of origin intermediate points destination point	<u>ERRORS</u> Communications: failure to understand requests for disposition of freight Mishandling of the customer

SCIENCE	MATH - NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension, relaxation, different or clashing values expressed verbally</p> <p>Maintain awareness of physical expressions basic to peak physical performance, the qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p> <p>Exhibit qualities of tact, consideration and graciousness, self-confidence, composure, self-control, self-reliance and adaptability</p> <p>Maintain capacity to perceive, quickly integrate and function well in the face of adversity; to cope with conflict behavior</p> <p>Grant appropriate regard for customer's unique needs</p> <p>Listen openly and attentively in communication process</p>	<p>Whole numbers</p> <p>Number recognition</p> <p>Use of Numbers (without calculation)</p> <p>Coding [Company]</p>

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COMMUNICATIONS

<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Speaking	Telephone	Terminology Clarity Persuasion and sales techniques
Listening	Telephone	Discrimination of facts Recognize opinions Note taking
Writing	Memos	Memo format Terminology

(TASK STATEMENT) KEEP RECORDS OF UNSETTLED TRACING REQUESTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Notes including pertinent data on all customers requests for tracing</p> <p>Notes on all information gathered through tracing efforts</p> <p>Notes on completed requests</p> <p>Clip board</p> <p>Forms for listing unsettled tracing reports</p>	<p>Match completed requests to original requests</p> <p>List requests with no completion on a form and include all information gathered and pending action</p> <p>Place list on clipboard and place in handy conspicuous place</p>	
<p><u>DECISIONS</u></p> <p>Determine unsettled requests</p>	<p><u>CUES</u></p> <p>Notes on information in complete</p>	<p><u>ERRORS</u></p> <p>Failure to follow up list and complete could cost customers</p>

SCIENCE

Exhibit capacity to ascertain best service for customer
 Maintain conscious awareness of the need for balance
 between tension and relaxation
 Maintain awareness of physical expressions basic to peak
 physical performance
 Maintain awareness of qualities basic to optimal mental
 performance: attention, observation, concentration,
 mental clarity and organization

MATH - NUMBER SYSTEMS

Whole numbers
 Number recognition
 Use of Numbers (without calculation)
 Recording, Indexing

COMMUNICATIONS

PERFORMANCE MODES

Reading

Writing

EXAMPLES

Tracing requests

Memos on customer requests
 Tracing report form

SKILLS/CONCEPTS

Comprehension
 Detail/Inference
 Informational reports
 Terminology

Classification
 Memo format
 Informational reports
 Terminology

Duty D Handling Overages and Shortages to Incoming Freight

- 1 Check freight on hand
- 2 Read incoming freight bills to determine overage or shortage (of freight)
- 3 Recount incoming merchandise to compare with statement (freight bill)
- 4 Type overage and shortage reports
- 5 Maintain files of unsettled overages and shortages
- 6 Ship overage material to proper destination
- 7 Handling freight shortages

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(TASK STATEMENT) CHECK FREIGHT ON HAND

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Overage report</p> <p>Freight manifests for time since original shipping date</p> <p>List of pertinent information concerning freight to be traced</p>	<p>Routine procedure for terminal search</p> <p>Read overage report</p> <p>Scan manifests for freight number or number of pieces and weight</p> <p>Match such information to identical information about freight being traced</p> <p>Dock search for expected physical appearance of freight, and identify numbers, addresses, etc.</p>	
<p><u>DECISIONS</u></p> <p>Determine freight on hand</p>	<p><u>CUES</u></p> <p>Overage report</p> <p>Manifests</p> <p>Dock search</p>	<p><u>ERRORS</u></p> <p>Lost freight</p> <p>Incomplete records</p>

SCIENCE	MATH - NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p>	<p>Use of Numbers (without calculation)</p> <p>Counting, Coding [Company]</p> <p>Number recognition</p> <p>Estimation techniques [volume, size, weight]</p>
COMMUNICATIONS	
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>
<p>Reading</p> <p>Writing</p> <p>Viewing</p>	<p><u>SKILLS/CONCEPTS</u></p> <p>Comprehension</p> <p>Detail/Inference</p> <p>Informational reports</p> <p>Terminology</p> <p>Memo format</p> <p>Terminology</p> <p>Describing</p> <p>Detail/Inference</p> <p>Recognition of codes or symbols</p>

(TASK STATEMENT) READ INCOMING FREIGHT BILLS TO DETERMINE OVERAGES OR SHORTAGES (OF FREIGHT)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Overage/Shortage form from dock Freight bill	Check consignee's name Check point of origin Check shipper's name Check number boxes stated Check weight	
<u>DECISIONS</u> Whether physical recount should be made	<u>CUES</u> Shipper's name unfamiliar Point of origin improbable Overage/Shortage report form	<u>ERRORS</u> Decision not to recount when there is actually a mistake

SCIENCE		MATH -- NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p>		<p>Whole numbers</p> <p>Number recognition</p>
COMMUNICATIONS		
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
<p>Reading</p>	<p>Freight bills</p>	<p>Comprehension</p> <p>Detail/Inference</p> <p>Terminology</p>

(TASK STATEMENT) RECOUNT INCOMING MERCHANDISE TO COMPARE WITH STATEMENT (FREIGHT BILL)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
Pallet Forklift Cartons or boxes Scales Freight bill	Count number of boxes Weigh all boxes when applicable Check each kind of box against number listed Note all differences on bill or temporary form Keep merchandise in question in separate area Opening broken cartons and counting	
<u>DECISIONS</u> Whether and where to move questioned merchandise Whether further physical search to be made at this time	<u>CUES</u> Large containers opened or not full Weight over or under stated Number of boxes different from number stated on form	<u>ERRORS</u> Misreading bill Distractions of counter

(TASK STATEMENT)	RECOUNT	INCOMING MERCHANDISE TO COMPARE WITH STATEMENT (FREIGHT BILL)
	SCIENCE	MATH - NUMBER SYSTEMS
Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performance Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization	Whole numbers Use of Numbers (without calculation) Counting, Recording Fundamental Operations (Calculation) Addition, Subtraction, Multiplication, Division	
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Freight bill Labels on freight	Terminology Classification

COMMUNICATIONS

(TASK STATEMENT) TYPE OVERAGE AND SHORTAGE REPORTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Typewriter</p> <p>Blank overage and shortage report forms</p> <p>Carbon paper</p> <p>Overage and shortage report from dock</p> <p>Freight bill with overage or shortage notations</p>	<p>Put carbons between report forms</p> <p>Type information contained in dock form and freight bill notations onto overage and shortage report forms in duplicate</p>	
<p><u>DECISIONS</u></p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p> <p>Forgotten carbons</p> <p>Carbons placed improperly</p> <p>Typographical error</p>

SCIENCE

MATH -- NUMBER SYSTEMS

Exhibit capacity to ascertain best service for customer
Maintain conscious awareness of the need for balance
between tension and relaxation
Maintain awareness of physical expressions basic to peak
physical performance
Maintain awareness of qualities basic to optimal mental
performance: attention, observation, concentration,
mental clarity and organization

Whole numbers
Number recognition

COMMUNICATIONS

PERFORMANCE MODES

Writing

EXAMPLES

Type reports

SKILLS/CONCEPTS

Classification
Description
Informational reports
Terminology

(TASK STATEMENT) MAINTAIN FILES OF UNSETTLED OVERAGES AND SHORTAGES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>File cabinet</p> <p>Computer</p> <p>Overage and storage forms(from dock)</p> <p>Overage and shortage reports</p>	<p>Set up a filing system</p> <p>Put form on file in proper position</p> <p>Retrieve forms to add information</p> <p>Pull files when overage or shortage is settled</p>	
<p><u>DECISIONS</u></p> <p>What information is pertinent and should go into files</p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p> <p>Placing forms in the wrong place in files</p> <p>Pulling or marking wrong file</p>



SCIENCE	MATH - NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p>	<p>Use of Numbers (without calculation)</p> <p>Indexing [Numerical]</p> <p>Number recognition</p>

COMMUNICATIONS

<u>PERFORMANCE MODES</u> Reading Writing	<u>EXAMPLES</u> Overage and shortage Reports and dock forms Numbers on folders Additional information on documents	<u>SKILLS/CONCEPTS</u> Detail/Inference Informational reports Terminology Memo format
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(TASK STATEMENT) SHIP OVERAGE MATERIAL TO PROPER DESTINATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Shipping identification (label, tag, etc.) Typewriter Teletype Company handbook of terminal points and the areas they serve Overage report Free astray bill	Determine from label and handbook terminal point (from receivers address) Type no charge billing to ship overage material to proper terminal Send teletype to destination terminal message regarding actions Send bill to dispatcher for loading of overage	
<u>DECISIONS</u> What is proper destination terminal	<u>CUES</u> Address of final point of receipt	<u>ERRORS</u> Send it to wrong destination terminal

SCIENCE

Exhibit capacity to ascertain best service for customer
 Maintain conscious awareness of the need for balance
 between tension and relaxation
 Maintain awareness of physical expressions basic to peak
 physical performance
 Maintain awareness of qualities basic to optimal mental
 performance: attention, observation, concentration,
 mental clarity and organization

MATH - NUMBER SYSTEMS

Whole numbers
 Number recognition

COMMUNICATIONS

PERFORMANCE MODES

Reading

Writing

EXAMPLES

Labels
 Handbooks

Type 'no charge' bills
 Teletype message

SKILLS/CONCEPTS

Comprehension
 Detail/Inference
 Informational report
 Terminology

Typing
 Teletyping
 Classification
 Description
 Informational reports
 Terminology

(TASK STATEMENT) HANDLING FREIGHT SHORTAGES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Shortage report</p> <p>Teletype</p> <p>Receipts</p> <p>Phone</p>	<p>Check teletype for overages at other terminals</p> <p>Check incoming receipts if you are at point of origin</p> <p>Send teletype to origin terminal or intermediate points</p> <p>Place shortage report in file until receive answer</p> <p>Contact customer to inform him where it is and what will be done (or if it is, as yet, unfound)</p> <p>Expedite shipment when found, if necessary</p> <p>Maintain follow-up until shipment is received by consignee</p> <p>Advise customer of final disposition</p> <p>Mark short report as settled, to remove from unsettled file</p>	
<p><u>DECISIONS</u></p> <p>How to properly deal with customer in any situation</p>	<p><u>CUES</u></p> <p>Customer attitude</p> <p>Customer request</p>	<p><u>ERRORS</u></p> <p>Improper handling of customer</p> <p>Improper dealing with other terminals' personnel</p>

SCIENCE

Exhibit capacity to ascertain best service for customer
 Maintain conscious awareness of the need for balance
 between tension and relaxation
 Maintain awareness of physical expressions basic to peak
 physical performance
 Maintain awareness of qualities basic to optimal mental
 performance: attention, observation, concentration,
 mental clarity and organization

MATH - NUMBER SYSTEMS

Use of Numbers (without calculation)
 Counting, Indexing, Coding [Company]
 Number recognition
 Whole numbers

COMMUNICATIONS

PERFORMANCE MODES

Reading

Writing

Speaking

EXAMPLES

Teletype
 Shortage reports

Memos
 Teletype messages

Telephone messages

SKILLS/CONCEPTS

Comprehension
 Terminology
 Detail/Inference
 Informational reports
 Classification
 Memo format
 Description
 Informational report
 Technical/general vocabulary

Clarity of expression

Duty E Handling Damage

- 1 Inspect incoming material for proper packaging and container damage on receipt or reported damage**
- 2 Type and distribute damage reports**
- 3 Maintain file of unsettled damage cases**
- 4 Receive customer complaints about damaged freight**
- 5 Take appropriate salvage or repair action**

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(TASK STATEMENT) INSPECT INCOMING MATERIAL FOR PROPER PACKAGING AND CONTAINER DAMAGE ON RECEIPT OF REPORTED DAMAGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Damage report from dock</p> <p>Actual cartons that are damaged</p> <p>Knife</p> <p>Crowbar</p> <p>Hammer</p> <p>Wire cutter</p> <p>Freight bill</p>	<p>Go to dock area reserved for damaged freight</p> <p>Look at cartons to determine amount of damage</p> <p>Open badly damaged containers to check for merchandise damage (if necessary)</p> <p>Order rewraapping of less badly damaged or improperly packaged items</p> <p>Mark damages on freight bill</p>	
<p><u>DECISIONS</u></p> <p>Whether or not to open container</p>	<p><u>CUES</u></p> <p>Container with any visible damages</p> <p>Container that rattles when moved</p> <p>Container that leaks</p>	<p><u>ERRORS</u></p> <p>Not opening when there is internal damage</p>

SCIENCE		MATH - NUMBER SYSTEMS	
Simple machines used to gain mechanical advantage [Wire cutter - simple machine] Work input, work output, friction and efficiency in simple machines [Wire cutter - simple machine]		Whole numbers Number recognition Use of Numbers (without calculation) Counting	
COMMUNICATIONS			
<u>PERFORMANCE MODES</u>		<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Reading Viewing Touching Writing		Damage report Freight bill Packages Packages Memo on freight bill	Comprehension Informational report Terminology Describing Detail/Inference Discriminate: size, shape; damage Memo format

(TASK STATEMENT) TYPE AND DISTRIBUTE DAMAGE REPORTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Typewriter</p> <p>Damage report forms</p> <p>Carbon paper</p> <p>Envelope</p> <p>Mailing machine or stamps</p> <p>Freight bill with damage notations</p> <p>Claim department address</p>	<p>Transfer all pertinent information from freight bill to damage report form</p> <p>Type original and three copies</p> <p>Put claim department copy in mail or send to claim department</p> <p>Put two copies in current damage file until case is settled</p> <p>Nail one copy to origin terminal</p>	
<p><u>DECISIONS</u></p> <p>Decide what information is pertinent</p>	<p><u>CUES</u></p> <p>Damage report form</p>	<p><u>ERRORS</u></p> <p>Typographical error</p> <p>Inaccurate information on report</p>

SCIENCE

Exhibit capacity to ascertain best service for customer
 Maintain conscious awareness of the need for balance
 between tension and relaxation
 Maintain awareness of physical expressions basic to peak
 physical performance
 Maintain awareness of qualities basic to optimal mental
 performance: attention, observation, concentration,
 mental clarity and organization

MATH - NUMBER SYSTEMS

Whole numbers
 Number recognition
 Use of Numbers (without calculation)
 Counting, Indexing, Recording
 Basic Arithmetic Skills and Concepts
 Estimation, Guess and check method
 Measurement: non-geometric
 Money

COMMUNICATIONS

PERFORMANCE MODES

Writing

Reading

EXAMPLESSKILLS/CONCEPTS

Type
 Penmanship
 Informational reports
 Terminology
 Comprehension
 Detail/Inference
 Informational reports
 Terminology

(TASK STATEMENT) MAINTAIN FILE OF UNSETTLED DAMAGE CASES

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>File cabinet</p> <p>Two copies of damage report</p>	<p>Develop filing system</p> <p>Put form in file in proper position</p> <p>Retrieve forms to add information</p> <p>Pull files when damage case is settled</p>	
<p><u>DECISIONS</u></p> <p>Determine filing system</p>	<p><u>CUES</u></p> <p>Efficiency at retrieval</p>	<p><u>ERRORS</u></p> <p>Placing forms in wrong place in files</p> <p>Pulling or marking wrong file</p>



SCIENCE	MATH -- NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p>	<p>Whole numbers</p> <p>Number recognition</p> <p>Use of Numbers (without calculation)</p> <p>Indexing</p>

COMMUNICATIONS

<u>PERFORMANCE MODES</u> Reading	<u>EXAMPLES</u> Damage claims	<u>SKILLS/CONCEPTS</u> Comprehension Informational reports Terminology
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(TASK STATEMENT) RECEIVE CUSTOMER COMPLAINTS ABOUT DAMAGED FREIGHT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Phone</p> <p>Letters of complaint</p>	<p>Answer any phone call about damage</p> <p>Get all pertinent information about merchandise in question Dates shipped Origin terminal Exact damage noted</p> <p>Decide what is next thing to be done</p> <p>Arrange for damaged merchandise to be picked up</p> <p>Arrange for on the spot inspection of extended damage</p>	
<p><u>DECISIONS</u></p> <p>How to properly deal with each customer</p> <p>What action to take</p>	<p><u>CUES</u></p> <p>Type of damage</p>	<p><u>ERRORS</u></p> <p>Mishandling of a customer</p>

SCIENCE	MATH - NUMBER SYSTEMS	
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension, relaxation, different or clashing values expressed verbally</p> <p>Maintain awareness of physical expressions basic to peak physical performance, the qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p> <p>Exhibit qualities of tact, consideration and graciousness, self-confidence, composure, self-control, self-reliance and adaptability</p> <p>Maintain capacity to perceive, quickly integrate and function well in the face of adversity; to cope with conflict behavior</p> <p>Grant appropriate regard for customer's unique needs</p> <p>Listen openly and attentively in communication process</p>	<p>Use of Numbers (without calculation)</p> <p>Recording</p> <p>Whole numbers</p>	
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Telephone	Terminology Persuasion and sales techniques
Listening	Telephone	Discriminate facts, recognize opinions, word definition, note taking
Reading	Damage reports	Comprehension Detail/Inference Informational report Terminology
Writing	Memos	Memo format Terminology Description

COMMUNICATIONS

(TASK STATEMENT) TAKE APPROPRIATE SALVAGE OR REPAIR ACTION

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Damaged merchandise

Telephone or teletype

Inspection report

PERFORMANCE KNOWLEDGE

Contact claim agent for instructions
on proper handlingSend material to claim agent's
officeSell merchandise locally and forward
receiptsFree astray billing to sent shipment
to claim agentCheck with claim agent on proper sell-
ing price of materialArrange to return merchandise to
manufacturer for repair or replace-
ment

SAFETY - HAZARD

DECISIONS

Determine appropriate action

CUESInterested buyer at terminal
Claims agent's instructionsERRORS

Loss of revenue

SCIENCE

Exhibit capacity to ascertain best service for customer
 Maintain conscious awareness of the need for balance
 between tension and relaxation
 Maintain awareness of physical expressions basic to peak
 physical performance
 Maintain awareness of qualities basic to optimal mental
 performance: attention, observation, concentration,
 mental clarity and organization
 Grant appropriate regard for customer's unique needs

MATH - NUMBER SYSTEMS

Whole numbers
 Decimal fractions
 Use of Numbers (without calculation)
 Counting, Recording
 Number recognition
 Basic Arithmetic Skills and Concepts
 Estimation, Guess and check method, Rule of thumb,
 [Appraisal]

COMMUNICATIONS

PERFORMANCE MODES

Speaking

Listening

Writing

EXAMPLES

Telephone

Telephone

Free ~~astray~~
Freight billSKILLS/CONCEPTS

Terminology

Clarity of expression

Discriminate facts

Word definition

Note taking

Description

Informational reports

Duty F Handling Collections and Accounts Receivable

- 1 Receive money collections from drivers or dispatcher
- 2 File cashier copies of freight bills of inbound shipments
- 3 Make out bank deposit
- 4 Maintain file of customer accounts receivable on current basis
- 5 Determine and handle past due accounts

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(TASK STATEMENT) RECEIVE MONEY COLLECTIONS FROM DRIVERS OR DISPATCHER

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Safe</p> <p>Check-in sheet (drivers) or receipts</p> <p>Adding machine</p>	<p>Check off delivery receipts on driver's check sheet</p> <p>Collect and count money driver collected</p> <p>Balance money actually turned in with what should have been turned in</p> <p>Place all receipts in safe pending bank deposit</p>	
<p><u>DECISIONS</u></p> <p>Determine accuracy of receipts</p>	<p><u>CUES</u></p> <p>Reconcile money with receipts</p>	<p><u>ERRORS</u></p> <p>Mistake in counting or adding</p>

SCIENCE

Exhibit capacity to ascertain best service for customer
 Maintain conscious awareness of the need for balance
 between tension, relaxation, different or clashing
 values expressed verbally
 Maintain awareness of physical expressions basic to peak
 physical performance, the qualities basic to optimal
 mental performance: attention, observation,
 concentration, mental clarity and organization
 Exhibit qualities of tact, consideration and
 graciousness, self-confidence, composure, self-
 control, self-reliance and adaptability
 Maintain capacity to perceive, quickly integrate and
 function well in the face of adversity; to cope
 with conflict behavior
 Listen openly and attentively in communication process

MATH - NUMBER SYSTEMS

Whole numbers
 Decimal fractions
 Fundamental Operations (Calculation)
 Addition, Subtraction, Multiplication, Division
 Use of Numbers (without calculation)
 Counting, Coding, Recording, Number recognition
 Use of Computing Devices and Mechanical Aids
 Adding machine
 Measurement: non-geometric
 Time, money

COMMUNICATIONS

PERFORMANCE MODES

Reading

Writing

Speaking

Listening

EXAMPLES

Receipts

Paid receipts

Voice only

Delivery reports

SKILLS/CONCEPTS

Comprehension
 Informational reports
 Detail
 Terminology

Informational reports

Terminology

Note taking

(TASK STATEMENT) FILE CASHIER COPIES OF FREIGHT BILLS OF INBOUND SHIPMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Cashier copy of freight bill of each inbound shipment</p> <p>Alphabetical file</p>	<p>Read each inbound freight bill to determine local customer's name</p> <p>Place in alphabetical file using customer's name to determine proper placement</p>	
<p><u>DECISIONS</u></p> <p>Determine proper placement</p>	<p><u>CUES</u></p> <p>File systems</p>	<p><u>ERRORS</u></p> <p>Misfiling</p>

SCIENCE	MATH – NUMBER SYSTEMS	
Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performance Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization	Use of Numbers (without calculation) Indexing [Alphabetical]	
COMMUNICATIONS		
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Reading	Freight bill	Comprehension Informational reports

(TASK STATEMENT) MAKE OUT BANK DEPOSITS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Money received</p> <p>Adding machine</p> <p>Typewriter</p> <p>Checks received in mail</p> <p>Rubber stamp - "deposit only"</p>	<p>Count total cash received during a specific period</p> <p>Add cash received to all checks paying bills which are received in the mail during that period</p> <p>Stamp "deposit only" on checks</p> <p>Fill out bank deposit slip</p> <p>Put cash, checks and slip in pouch used in making bank deposit</p> <p>Put pouch in safe place until physical delivery to bank</p>	
<p><u>DECISIONS</u></p> <p>Determine accuracy of information recorded</p>	<p><u>CUES</u></p> <p>Cash totals</p> <p>Check totals</p>	<p><u>ERRORS</u></p> <p>Math errors</p> <p>Putting pouch in unsafe place</p>

SCIENCE

Exhibit capacity to ascertain best service for customer
 Maintain conscious awareness of the need for balance
 between tension and relaxation
 Maintain awareness of physical expressions basic to peak
 physical performance
 Maintain awareness of qualities basic to optimal mental
 performance: attention, observation, concentration,
 mental clarity and organization

MATH -- NUMBER SYSTEMS

Whole Numbers
 Decimal fractions
 Fundamental Operations (Calculation)
 Addition, Subtraction, Multiplication, Division
 Use of Numbers (without calculation)
 Counting, Recording, Number recognition
 Use of Computing Devices and Mechanical Aids
 Adding machine
 Measurement of time, money

COMMUNICATIONS

PERFORMANCE MODES

Reading

Writing

EXAMPLES

Receipts
 Money amounts

Bank deposit slip

SKILLS/CONCEPTS

Comprehension
 Informational reports
 Terminology

Pennmanship
 Informational reports
 Terminology

(TASK STATEMENT) MAINTAIN FILE OF CUSTOMER ACCOUNTS RECEIVABLE ON CURRENT BASIS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Cashier file of uncollected freight bills</p> <p>Checks or confirmation of receipt of checks</p> <p>Adding machine</p>	<p>Pull freight bills already paid to driver at time of delivery</p> <p>Pull freight bills that had been checked</p> <p>Check all unpaid freight bills daily</p>	
<u>DECISIONS</u>	<u>CUES</u>	<p><u>ERRORS</u></p> <p>Not handling on a current basis</p>

SCIENCE	MATH - NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p>	<p>Whole Numbers</p> <p>Decimal fractions</p> <p>Use of Numbers (without calculation)</p> <p>Number recognition, Counting, Indexing</p> <p>Fundamental Operations (Calculation)</p> <p>Addition, Subtraction</p> <p>Use of Computing Devices and Mechanical Aids</p> <p>Adding machine</p> <p>Measurement of time or calendar</p>
COMMUNICATIONS	
PERFORMANCE MODES	EXAMPLES
<p>Reading</p>	<p>Accounts receivable (Freight bills)</p>
SKILLS/CONCEPTS	
<p>Informational reports</p> <p>Comprehension</p>	

(TASK STATEMENT) DETERMINE AND HANDLE PAST DUE ACCOUNTS

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
Cashier file Telephone Blank freight bills 'Past due' rubber stamp Adding machine	Pull all past due accounts from cashier file (unless contacted within the week) Contact each customer by phone to check on payment Note date of phone call on freight bill Put account back in cashier file	
<u>DECISIONS</u> Determine past due accounts	<u>CUES</u> Date of billing Company policy	<u>ERRORS</u> Passing over account that is over due Mishandling the customer

SCIENCE

Exhibit capacity to ascertain best service for customer
 Maintain conscious awareness of the need for balance
 between tension, relaxation, different of clashing
 values expressed verbally
 Maintain awareness of physical expressions basic to peak
 physical performance, the qualities basic to optimal
 mental performance: attention, observation,
 concentration, mental clarity and organization
 Exhibit qualities of tact, consideration and
 graciousness, self-confidence, composure, self-
 control, self-reliance and adaptability
 Maintain capacity to perceive, quickly integrate and
 function well in the face of adversity; to cope
 with conflict behavior
 Listen openly and attentively in communication process

MATH - NUMBER SYSTEMS

Whole numbers
 Decimal fractions
 Fundamental Operations (Calculation)
 Addition, Subtraction
 Use of Numbers (without calculation)
 Counting, Indexing, Recording, Number recognition
 Use of Computing Devices and Mechanical Aids
 Adding machine
 Measurement of calendar, money

COMMUNICATIONS

PERFORMANCE MODES

Speaking

Reading

Listening

Writing

EXAMPLES

Telephone

Freight bills

Telephone

Memo on freight bill

SKILLS/CONCEPTS

Terminology
 Appropriate diction
 Enunciation
 Persuasion and sales techniques
 Terminology
 Informational reports
 Comprehension
 Note taking
 Recognize opinions
 Memo format
 Terminology

Duty G Storing and Retrieving Shipment Information

- 1 Maintain file of freight bills of outgoing shipments
- 2 Maintain file, by shipper, of original bills of lading

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(TASK STATEMENT) MAINTAIN FILE OF FREIGHT BILLS OF OUTGOING SHIPMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>File cabinet (current)</p> <p>Storage space outside of office (dead)</p> <p>All outgoing freight bills</p> <p>Microfilm</p> <p>Microfilm projector</p>	<p>Place all new freight bills in the proper sequence (by pro numbers) in the files</p> <p>Remove older bills (over three months old) as file drawer fills up</p> <p>Place bills removed in proper order in outside storage space or microfilm all bills removed and store</p> <p>Be able to produce any needed bill from the past seven years - or reproduce information from it upon request</p>	
<p><u>DECISIONS</u></p> <p>When to pull freight bills from current file</p>	<p><u>CUES</u></p> <p>File drawer becomes over-crowded</p>	<p><u>ERRORS</u></p> <p>Destroying bill before it is microfilmed</p> <p>Misfiling a bill</p>

SCIENCE	MATH -- NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p>	<p>Whole numbers</p> <p>Use of Numbers (without calculation)</p> <p>Counting, Indexing [Numerically], Coding [Company], Number recognition</p> <p>Measurement of time [Dates]</p>
COMMUNICATIONS	
PERFORMANCE MODES	SKILLS/CONCEPTS
<p>Reading</p>	<p>Comprehension</p> <p>Informational reports</p>
EXAMPLES	
<p>Freight bills</p>	

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(TASK STATEMENT) MAINTAIN A FILE BY SHIPPER OF ORIGINAL BILLS OF LADING

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Original bills of lading</p> <p>File cabinet</p> <p>Outside storage space</p> <p>Separators</p>	<p>Remove bills to lower drawer in office at end of month</p> <p>File all new bills of lading in proper place in files daily Placed by the shipper</p> <p>Keep all bills in office for one year</p> <p>Remove all bills (except current month) from office to outside storage space at end of year</p> <p>Place all bills by year, in storage for seven years</p>	
<p><u>DECISIONS</u></p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p> <p>Misfiling at any step</p>

SCIENCE	MATH - NUMBER SYSTEMS	
Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performance Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization	Use of Numbers (without calculation) Indexing [Alphabetical] Calendar	
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Bill of lading	Comprehension Informational reports

COMMUNICATIONS

Duty H Taking All Incoming Phone Calls

- 1 Answer and transfer all incoming calls to proper destination

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(TASK STATEMENT) , ANSWER AND TRANSFER ALL INCOMING CALLS TO PROPER DESTINATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Phone List of all names, titles and extension numbers Pad for taking phone messages	Find out to whom customer wishes to speak or what kind of information needed, such as: Report damaged merchandise Call for dispatcher (for pick-up) Call for trace clerk Call for terminal manager Call for sales representative Call questioning bills Transfer the call or take any messages required	
<u>DECISIONS</u> Determine to whom to transfer the call Determine what information is needed	<u>CUES</u> Customer requests	<u>ERRORS</u> Dissatisfied customer Break down in communications

SCIENCE	MATH -- NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension, relaxation, different or clashing values expressed verbally</p> <p>Maintain awareness of physical expressions basic to peak physical performance, the qualities basic to optimal mental performance: attention, observation, concentration, mental clarity and organization</p> <p>Exhibit qualities of tact, consideration and graciousness, self-confidence, composure, self-control, self-reliance and adaptability</p> <p>Maintain capacity to perceive, quickly integrate and function well in the face of adversity; to cope with conflict behavior</p> <p>Grant appropriate regard for customer's unique needs</p> <p>Listen openly and attentively in communication process</p>	<p>Whole Numbers</p> <p>Use of Numbers (without calculation)</p> <p>Recording</p>

COMMUNICATIONS		
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Speaking	Telephone	Terminology Diction Clarity of expression Persuasion and sales technique
Listening	Telephone	Concentration Recognize opinions Note taking Discriminate facts
Writing	Memo pad	Penmanship Memo format Terminology

GLOSSARY

- Accounts receivable - all unpaid freight bills
- Bill of Lading (B/L) - contract between shipper and carrier (freight company)
- Commodity rate - special rate governing volume or truck load movement between two specific points on a certain commodity
- Consignee - person who receives freight that is shipped
- Consignor - person who ships freight
- Dispatch sheet - large worksheet on which is recorded requests of customers for pick-ups
- Expedite freight - anything done to make delivery faster or easier for the customer
- Extensions - multiplying weight times rate and recording total price on a bill of lading
- Free astray - no charge freight bill
- Freight bill - invoice that informs shipper or receiver of the freight charges that are due and that identifies a shipment from pick-up to final delivery
- Interline freight - freight that requires the handling of more than one common carrier to reach its final destination
- LTL - less than a full truck load
- Manifest - list of freight bills loaded on one truck
- National Motor Freight Classification (NMFC) - listing of all products and commodities moving by common carriers containing official classification of each item for rate purposes
- O. S. and D. - any reference to overage, shortage or damage to merchandise
- Origin terminal - the point from which merchandise is first shipped by the carrier (the original pick-up point)
- Over-the-road - any shipment sent outside the local area
- Pro number - freight bill number assigned by the freight company
- Rate split - division of freight revenue between two or more common carriers
- Routing - scheduling the order of pick-up or delivery of freight
- Tandems - twin axles, each with four wheels mounted on the rear of a semi trailer
- Tariff - official price list authorized by the I.C.C. outlining all rates and rules governing the movement of freight between different areas
- Tariff supplement - publications of I.C.C. detailing price and rate changes
- Tote board - bulletin board that lists all equipment available to a terminal and the locations of that equipment
- Trip sheet - driver's list of bills and delivery or pick-up points